



JOB PROFILE and PERSON SPECIFICATION MANAGER

Number of hours	35 hours (four-day work week available and flexible working)
Salary	£41,196
Accountability of post	The post holder will be accountable to and managed by the Executive Director
Duration	Two-year post (with potential for extension dependent on national drivers)
Secondment	A secondment arrangement will be considered subject to agreement between all parties. The secondment arrangement will be considered only where the applicant's employing organisation has formally agreed to the secondment prior to application.
About the Role	You will lead, coordinate, and strengthen delivery during a period of organisational transformation, ensuring that all operations run efficiently, safely, and in alignment with Birthlink's values, legal obligations, contractual requirements, and trauma-informed practice. You will oversee day-to-day delivery across key funded programmes, ensuring that support is provided consistently, compliantly, and with compassion. You will guide staff to maintain high-quality operational systems and ensure that project activity contributes meaningfully to funder and organisational priorities. Working closely with the Executive Director, funders, partners, and beneficiaries, you will help strengthen Birthlink's national role in supporting care-experienced people and survivors of abuse in care. You will contribute to a culture of accountability, continuous improvement, and trauma-informed practice, ensuring that Birthlink's services remain safe, effective, and responsive to the needs of the people we serve. You will ensure that all activity aligns with Birthlink's values, information governance standards, and legal frameworks including the Redress for Survivors (Historical Child Abuse in Care) (Scotland) Act 2021, UK GDPR, the Data Protection Act 2018, and statutory rights of access to personal information. You will ensure full compliance with funder contracts, reporting requirements, and performance expectations. You will support organisational transformation, strengthen operational systems, and uphold consistent, compliant practice across all areas of the service.
Key Responsibilities	
Service Delivery and Compliance	➤ Ensure full compliance with the Redress for Survivors (Historical Child Abuse in Care) (Scotland) Act 2021 and all associated statutory guidance. ➤ Ensure all service delivery meets contractual obligations, funder requirements, and agreed KPIs. ➤ Maintain safe, trauma-informed, rights-based practice across all Access to Records activity. ➤ Ensure accurate, timely case management, documentation, and workflow oversight. ➤ Ensure all record-handling complies with UK GDPR, the Data Protection Act 2018, DUAA, and statutory rights of access to personal information (including Subject Access Requests).
Staff Leadership and Team Management	➤ Lead and supervise hybrid workers through weekly check-ins, monthly supervision, and monthly team meetings. ➤ Allocate cases effectively and ensure consistent quality assurance.



	→ Provide practice guidance, coaching, and professional development support. → Ensure staff maintain reflective practice and attend required training, supervision, and meetings.
Records Scoping, Access and Compilation	→ Support staff to identify relevant care settings, time periods, and circumstances for redress applications. → Ensure record-search activity is proportionate, trauma-informed, and aligned with evidential requirements. → Minimise unnecessary or duplicate Subject Access Requests through careful assessment. → Oversee identification and requesting of records from local authorities, care providers, health services, education settings, and other record-holding bodies. → Ensure sensitive, regular communication with people during delays or complex retrieval processes. → Oversee review, organisation, and compilation of records to support personal statements. → Ensure people understand what information has been requested, why, and how it will be used.
Stakeholder, Funder and Partner Engagement	→ Maintain strong working relationships with funders and delivery partners including Redress Scotland, Future Pathways, and Health in Mind. → Liaise with record holders, statutory bodies, and voluntary organisations to ensure smooth service delivery. → Represent Birthlink professionally in multi-disciplinary meetings, events, and sector forums.
Information Governance and Data Protection	→ Ensure safe, lawful, and consistent handling of sensitive personal data. → Work with the Systems Lead and Director to strengthen digital systems, data quality, and information governance. → Ensure project documentation, case notes, and reporting meet required standards. → Ensure compliance with DUAA, UK GDPR, DPA 2018, privacy notices, DPIAs, and breach-management procedures.
Operational Systems and Improvement	→ Support modernisation of operational systems, digital tools, and workflow processes. → Identify areas for improvement and contribute to solutions that enhance efficiency, safety, and service quality. → Ensure service delivery aligns with Birthlink's wider organisational priorities.
Performance Management and Reporting	Contractual Reporting Requirements The Manager must ensure timely, accurate completion of all contractual reporting, including quantitative and qualitative and oversight, monitoring, and reporting of all KPIs: → Quarterly Capacity Assessments (Q1 & Q3) → Six-monthly Progress Reports (Q2 & Q4) → Six-monthly Statements of Expenditure → Fortnightly Operational Performance Indicator Spreadsheet updates Systems Integration → Work with the Systems Lead to review, strengthen, and modernise KPI tracking, reporting mechanisms, and data-quality processes. → Ensure reporting systems are accurate, efficient, and aligned with contractual and organisational requirements.



Person Specification	
Knowledge and Experience	→ Experience coordinating projects or services within a complex, publicly accountable environment. → Understanding of trauma-informed practice and the needs of care-experienced people, and survivors of abuse in care. → Familiarity with information governance, safe record handling, and compliance requirements. → Experience working with funders, delivery partners, or commissioned services such as Future Pathways, Health in Mind, or Redress Scotland. → Knowledge of safeguarding, adult protection, access to records legislation, and user-rights frameworks.
Skills and Attributes	→ Strong organisational, planning, and coordination skills. → Ability to manage competing priorities and maintain high standards of accuracy and compliance. → Clear, compassionate communication skills with staff, partners, and beneficiaries. → Ability to contribute to a safe, accountable, trauma-informed organisational culture. → Strong assessment and trauma-informed decision-making skills. → Ability to record, monitor, and evaluate work to meet KPIs. → Ability to work confidently across professional boundaries and contribute to multi-agency collaboration. → Effective time-management and organisational skills. → Financial awareness to support the service within agreed budgets.
Qualifications	ESSENTIAL → A professional qualification in social work, social care, education, or health, particularly relating to working with children and adults who have experienced trauma or equivalent proven work experience. → Registration with the appropriate professional body (where required) → PVG or willingness to attain or update DESIRABLE → Specialism in trauma informed practice and / or trauma informed archive practices → Leadership and management qualification or equivalent proven work experience